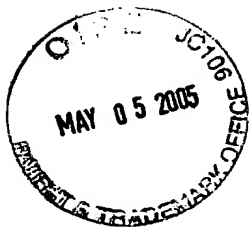


P-A916



**BEFORE THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re the patent application of

Tenant Tracker, Inc.

Inventors: Keith A. Clifton

and Joel L. Hohenberger

Serial No. 09/894,599

Filing Date: June 27, 2001

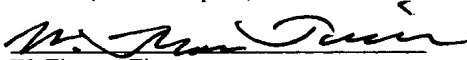
Title: RELATIONSHIP BUILDING METHOD FOR AUTOMATED SERVICES

Attorney Docket No.: P-A916

Examiner: Benny Tieu

Art Unit: 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria VA 22313-1450  
on 2 May 2005  
(Date of Deposit)

  
W. Thomas Timmons

**AMENDMENT**

Commissioner for Patents

Alexandria VA 22313-1450

Sir:

In response to Patent and Trademark Office Action of December 2, 2004, please consider the following remarks:

**REMARKS**

All of the claims stand rejected under 35 U.S.C. 103(a) based on United States Patent Application Publication No. US 2001/0018671 of Ogasawara, in view of United States Patent No. 6,456,699 of Burg et al.

The Burg application was dealt with in detail in response to the prior Office Action. Now, consider a detailed comparison of what is shown in the Ogasawara application with the current application:

**Ogasawara Application**

Caller dials in

**Current Application**

Caller dials in